



**FACTORS THAT INFLUENCE EMPLOYEE RETENTION AT PERKESO
JOHOR BAHRU**

MUHAMMAD NASRULHAZIQ BIN ZAA'BA

2016307561

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)**

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

CAWANGAN MELAKA, KAMPUS BANDARAYA MELAKA

JUNE 2019

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”

I am Muhammad Nasrulhaziq Bin Zaa'ba , (I/C Number : 960323016671)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: *Nasrulhaziq*

Date: 28 June 2019

LETTER OF SUBMISSION

JUNE 2019

DR. IRZAN ISMAIL

Project Paper Advisor
Faculty of Business Management
Universiti Teknologi MARA
No. 110, Off Jalan Hang Tuah
75300, Melaka

Dear Sir/Madam,

SUBMISSION OF FINAL REPORT

Enclosed herewith is a thesis entitled “**FACTORS THAT INFLUENCE EMPLOYEE RETENTION AT PERKESO JOHOR BAHRU**”, I hope this thesis will meet the requirement and expectation from you and the faculty. Thank you very much for all guidance and supports you have generously rendered upon the completion of this thesis.

Yours sincerely

Nasrulhaqiz

MUHAMMAD NASRULHAZIQ BIN ZAA'BA

I/C Number: 960323016671

Date: June 2019

TABLE OF CONTENTS

	Page
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v-vii
LIST OF FIGURES	viii
LIST OF TABLES	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xi
CHAPTER ONE: INTRODUCTION	
1.1 Background of Study	1
1.2 Statement of Problem	4
1.3 Research Objectives	6
1.4 Research Question	6
1.5 Definition of Key Terms	6
1.6 Scope of Study	7
1.7 Significant of Study	8
1.8 Conclusion	8
CHAPTER TWO: LITERATURE REVIEW	
2.1 Employee Retention	9
2.2 Rewards and Compensation	11
2.3 Training and Development	13
2.4 Career Development	14
2.5 Work Environment	16

Abstract

The research objective was to investigate whether factors that influence employee retention which include rewards and compensation, training and development, career development and work environment have a positive relationship with employee retention. The target respondents in this study were employees who work in Pertubuhan Keselamatan Sosial (PERKESO) Johor Bahru. The collected data were analysed using Statistical Package for Social Science (SPSS) software. The data was collected and a percentage of 72 percent was achieved out of the possible 165 respondents which was derived from the total population of 290 employees. Descriptive analysis, reliability test, correlation analysis and multiple regressions were used to analyse the collected data. The study showed that there are positive effects towards employee retention which includes rewards and compensation, training and development, career development and work environment.